

Yi-Shan Tabitha Tsai

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| EXPERIENCE | EQUINIX, INC. California, USA Customer Experience Intern <ul style="list-style-type: none">Design interaction and user interfaces for multiple internal business applications. | June 2018 – Present |
| | INDIANA UNIVERSITY Indiana, USA Research Assistant <ul style="list-style-type: none">Designed text and voice interactions for healthcare applications in order to help older adults seek health information. | January 2018 – May 2018 |
| | CHUNGHWA TELECOM GLOBAL CORP. California, USA Software Engineer <ul style="list-style-type: none">Designed and developed an e-commerce system with the .NET Framework, SugarCRM, and authorize.net, including an e-commerce website and a management platform for products of information and communications technology.Led the development of an internal web-based system with the .NET Framework, and made the business process, from customer to billing management, systematic, paperless, consistent, and efficient, in order to eliminate human error and to streamline business process.Liaised with vendors for system and software implementation including ERP system planning and trained end users to operate new or modified functionalities. | July 2013 – June 2017 |
| | CHUNGHWA TELECOM CO., LTD. Taipei, Taiwan Associate Researcher <ul style="list-style-type: none">Designed and developed a self-service website for residential and enterprise customers with Responsive Web Design in order to provide 175 online self-services (e.g. upgrade their internet speed). This self-service system reduced the load to other channels (service counters, telephone, etc.), and allowed us to handle 37% more support cases annually.Researched user interface and user experience to help team build up applications. | April 2010 – June 2013 |
| EDUCATION | INDIANA UNIVERSITY Indiana, USA Master of Human Computer Interaction - GPA: 3.95/4.0 <ul style="list-style-type: none">Courses: Interaction Design, Visual Design, Accessibility Design, User Research, and Prototyping. | August 2017 – May 2019 |
| | NATIONAL TAIWAN UNIVERSITY Taipei, Taiwan Master of Information Management - GPA: 3.8/4.0 <ul style="list-style-type: none">Master thesis: “A Study of Methods and Tools for Analyzing Security Vulnerabilities in Web Applications”. | August 2007 - June 2009 |
| | NATIONAL CHUNG CHENG UNIVERSITY Chiayi, Taiwan Bachelor of Information Management - GPA: 3.87/4.0 <ul style="list-style-type: none">Ranked 1st (out of 46) in my class. | August 2004 - June 2007 |
| SKILLS | <ul style="list-style-type: none">User Researching, Interviewing, Affinity Diagraming, Sketching, Storyboarding, Information Architecting, Wireframing, Prototyping, and Usability Testing.Adobe Photoshop, Sketch, InVision, Marvel, and Balsamiq.HTML, CSS, JavaScript, JQuery, D3.js, C#, VB, Python, and SQL Server. | |